

**GOVERNMENT OF INDIA
HEALTH AND FAMILY WELFARE
LOK SABHA**

UNSTARRED QUESTION NO:716
ANSWERED ON:25.02.2009
EMERGENCY TREATMENT OF PATIENTS
Rao Shri Kavuru Samba Siva

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

- (a) the number of complaint cases reported against hospitals and other medical establishments refusing urgent and emergency treatment to patients;
- (b) the action taken against such hospitals/establishments to make them more responsive to healthcare needs of the patients;
- (c) whether the Government proposes to establish a comprehensive mechanism responsible for formulating standards for classifying clinical establishment and to compile, maintain and update their national register for regulating hospitals and private clinical units; and
- (d) if so, the details thereof?

Answer

THE MINISTER OF STATE FOR HEALTH & FAMILY WELFARE (SMT. PANABAKA LAKSHMI)

(a) to (d): Health being a State subject such information is not centrally maintained. However, in so far as Central Government Hospitals in Delhi are concerned no complaint regarding refusing urgent and emergency treatment to patients has been reported. Complaints/Grievances Cells are already in existence in all these hospitals to address complaints/grievances of patients, if any.

Ministry of Health & Family Welfare has already introduced a Bill namely – "The Clinical Establishments (Registration and Regulation) Bill 2007" in the Parliament. The Bill is aimed to provide for the registration and regulation of clinical establishments in the country with a view to prescribe minimum standards of facilities and services which may be provided by them.